



SERVICE BULLETIN	
PRODUCT:	PDP
BULLETIN NUMBER:	ASC20110506002
BULLETIN DATE:	May 6, 2011
MODELS:	PN43D440A5D, PN43D450A2D, PN43D490A1D

SUBJECT: Preventing the failure or repeated failure of the X Main board

SYMPTOM: No “power on” or “no picture”

REPAIR: Check the production range of the PDP. If it was manufactured in January or February of 2011 and the X main board has failed, restore the PDP to full operation, and then verify that the firmware on the main board is at/above the version listed in the chart. If not, upgrade the firmware.

Model	Firmware version
PN43D440A1D	1006.6
PN43D450B1D	1006.6
PN43D490A1D	1013.8

Note: When servicing a Samsung TV, always check that the latest firmware is applied before completing the repair.

PROCEDURE: Troubleshoot to determine the cause of the failure. Restore the PDP to full operation, and then, regardless of whether the symptom is caused by a defective X main or other board (or NDF), upgrade the firmware to the version listed above (or to the latest, whichever is the higher version) to prevent possible (repeat) failure of the X main board.

Note: Consult the Samsung Service Website at (service.samsungportal.com) for the Service Manual and other information on this product.

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